

COMMUTER BUS ADVISORY BOARD MEETING

Monday, April 7, 2014

Hamilton Conference Room, County Government Center

Attendees:

CBAB Members

Shelley Huss
Steven Jessberger
Brenda Morton
Bob Patterson
Angela Blair

Staff

Nancy Gourley
Scott Gross

Other Participants

Karen Winger

The meeting was called to order by Chair Shelley Huss at 7:01 pm.

1. Public Comment

No public comment

2. Old Business

- *Continued Discussion – Finalizing verbal presentation to the Board of Supervisors' (BOS) on the final report on bus and park and ride lot overcapacity issues, and recommendations.*

The CBAB and staff engaged in an active discussion regarding the information provided in the CBAB's report to the Board of Supervisors.

Angela Blair moved that the CBAB accept the document provided, with minor edits that were suggested by Brenda Morton and Steven Jessberger.

The motion was seconded by Brenda Morton.

The motion passed 5-0.

Further discussion took place in regards to the presentation to be made by Chair Huss at the April 16, 2014 Board of Supervisors' Business Meeting.

- *Evaluation of afternoon long haul service – what data is required to move this forward to discussion at the next CBAB meeting?*

The CBAB and staff discussed what data would be required for the CBAB to make informed recommendations regarding the afternoon long haul service.

Staff will gather data and provide said data to the CBAB members.

3. **New Business**

- *BOS & Staff Directly Communicating about Buses and Park and Ride Lots (Blair)*

Angela Blair expressed concerns about learning of the Board of Supervisors considering federal funds for park and ride lot development through the local newspapers.

Nancy Gourley explained the process in which the topic of applying for a TIGER grant for the funding options transpired.

Angela Blair disclosed that she has submitted her resignation from the CBAB effective September 30, 2014.

The meeting was adjourned at 9:08 pm.

The next meeting will be held on May 19, 2014, in the Round Hill Room, on the 3rd floor of the Loudoun County Government Center.

Attachment: Final Report to Board of Supervisors on Overcapacity Issues



Commuter Bus Advisory Board Loudoun County, Virginia

Department of Transportation and Capital Infrastructure
1 Harrison Street, S.E., MSC# 69 Fourth Floor, Leesburg, VA 20175
Telephone (703) 737-8624 • Fax (703) 737-8513

CBAB Analysis of Commuter Bus and Park and Ride Lot Overcrowding Presented to the Loudoun County Board of Supervisors April 16, 2014

At its December 4, 2013 business meeting, the Board of Supervisors requested the Commuter Bus Advisory Board (CBAB) to work with staff from the Department of Transportation and Capital Infrastructure (county staff) to evaluate overcapacity issues that have been occurring on many commuter buses and the lack of parking at some commuter lots. The Board further requested that after its review, CBAB submit options and recommendations that would include not only immediate relief but also a long-term plan for addressing these reoccurring problems.

CBAB held public meetings on January 13, February 10, and March 11 to discuss the issues and explore recommendations. At these meetings, CBAB gathered “baseline” facts, requested county staff to compile additional relevant data, and outlined options and strategies.

Among the points of the “baseline” discussion:

- The commuter-bus service provides an economical, efficient, and easy means of commuting to destinations in Arlington County and Washington, D.C. Not only does it make living in Loudoun and working in D.C. feasible, the service also helps to remove many cars from already congested roads during the peak commuting hours. The commuter buses also contribute to air-quality improvement and overall fuel savings.
- Loudoun residents have many commuting options -- including driving alone, carpooling, and vanpooling. Like these options, choosing to use the commuter bus is a “quality-of-life” choice. For commuters who don’t want to drive, the buses provide an alternative commute with comfortable coach seating, professional drivers, and minimal stops outside of D.C. The commuters also have a voice in how the service is developed. County staff is very open to input from all riders, through e-mails, phone calls, surveys, and public comment during CBAB meetings.
- Indeed, the commuter bus service is frequently cited as a factor in the decision to purchase or rent a home in Loudoun County. Thus, rapidly growing communities such as the Dulles South area may be experiencing the most acute overcrowding issues.
- The current practice of allowing up to 12 standees on county-owned buses was established in 2003, in conversations among CBAB, the contractor, and county staff. County-owned buses have 12 rows of seats and each seatback has a handhold; 12 riders can comfortably stand on a bus; each rider has access to two handholds and the grab rails overhead. Although not ideal, standing is permitted as an option for those riders who, for whatever reason, would prefer not to wait for the next bus.
- The only related U. S. Department of Transportation rule or regulation mandates that all passengers must remain behind the standee line. The bus drivers are responsible for controlling the number of standees on a bus.
- There is no consensus regarding standees on buses across jurisdictions.

- Additional capacity would certainly help to reduce the number of standees but will not by itself eliminate standees. The most crowded conditions occur during the afternoon commute, and are compounded by traffic incidents in the District, creating bus delays that worsen over-crowding.
- Under the current commuter bus-operating contract, the contractor provides the primary liability insurance.
- The commuter-bus service started out as a private service. However, over time, demand overwhelmed the private provider's service capacity. The County came to the rescue in 1994. Since 2006, Loudoun County commuter-bus ridership has grown more than five times faster than county population growth. Moreover, because the service is now public transportation, it cannot be operated as a subscription or private service. If that were to occur, state funding assistance for operations and capital would be forfeited.

Specific Information on Bus Service Provided by County Staff

At CBAB's request, county transportation staff provided relevant data, including the total number of standees by day, broken down by morning and afternoon commute, as a percentage of total riders (**Attachment 1**); the number of buses with standees, broken down by morning and afternoon commute, as a percentage of total buses in revenue service (**Attachment 2**).

These reports were prepared for the period beginning July 1 through December and demonstrate the following:

- During the six-month period, standees during the **morning commute** typically were 1 to 2 percent of the total riders with seventeen individual days on which between 3 and 4 percent of the riders stood. Standees on the total 56 morning buses occurred on a range of zero to a one time high of 25 buses, but on average on 7.4 of the buses, or thirteen percent.
- During this same three-month period, standees on the **afternoon commute** typically were in the 3 to 4 percent range, with a one-day occurrence where 9 percent of the afternoon riders stood. On certain days, there were standees on as many as forty percent of the buses, but more typically 20 to 30 percent.

Additionally, staff provided information regarding standee policies of other regional transit and commuter bus services. This information is contained in (**Attachment 3**) and summarized below:

- OmniRide which originates out of Prince William County and provides commuter bus service on comparable coaches allows riders to stand behind the standee line, and does not specify a maximum number.
- Both Alexandria DASH and Metrobus (using only transit-style buses) require only that standees remain behind the standee line.
- Maryland Transit Administration (MTA) provides some commuter bus service and publishes the following standee policy: "For the safety of our riders, the MTA prohibits standees on commuter buses except under the following circumstances":
 - If the last evening bus has a full seated load;
 - To accommodate passengers from another bus that has become disabled en route; and
 - In emergency situations, such as severe inclement weather or civil defense events.

MTA also adds to this list: “Please note that a patron’s need to reach his or her destination by a certain time is not considered an ‘emergency’ for these purposes. [Bus] Drivers are required to enforce this policy and to deny boarding to additional passengers.”

CBAB also asked the contractor to provide a five-year summary of all reported and recorded incidents, detailing if the bus was in motion at the time (**Attachment 4**). The report includes 28 incidents, during this five-year period, in which a rider slipped or fell on a bus. Twenty-one of these incidents occurred while the bus was not moving, and involved movement on the bus stairs. A total of six claims were filed and settled with the contractor, with no cost incurred by the county.

In addition to identifying funding sources for the purchase of the county-owned bus fleet, county staff provided an update on the cumulative balance of the bus replacement fund. The history of bus purchases and the source(s) of funding are detailed on (**Attachment 5**).

- This report shows that the county has purchased 52 commuter coaches and five transit coaches to date, for a total of \$25,765,153. Four of the 52 commuter coaches were purchased for the county by the Dulles Rail Transportation Management Program (TMP). At the termination of that project (concurrent with startup of Phase 1 of the Silver Line) those four commuter coaches will be available for county transit use.
- This report shows that of the total bus purchase funds: \$16,793,166 has been provided by the state; \$2,748,162 has been derived from cash proffers designated for transit; \$544,745 has come from commuter bus funds; and \$5,809,666 of the early purchases has been financed through lease purchase funding. The lease purchase payments have been made through a combination of state funds and commuter bus fare revenue. No local or gasoline tax funds have been used for bus purchase.

Finally, CBAB asked for a description of the seating and standing capacity of the transit buses that are planned to be used for Metro-connection service. The initial order of five buses specifies seating for 40 passengers (the maximum possible), and has space and multiple handrails and grab rails for up to 40 standees.

Alternatives and Strategies to Solve Overcrowding

- 1. Prohibit standees on all long-haul commuter buses.** CBAB does not believe this is a viable option for the following reasons:
 - a. This would force bus riders back into their cars in the morning, thus compounding traffic congestion and removing the bus commuting option. It also has the potential of stranding riders in the District in the afternoon, and forcing them to find an alternative means to return to Loudoun.
 - b. Many riders have mandated work hours, and do not have flexibility to wait for a later bus.
 - c. Bus riders at the later stops on the bus route would routinely be denied access to the bus and forced to find alternate transportation.
 - d. Many riders have time commitments in the evening that do not afford them the flexibility of waiting for a later bus.

- e. The number of riders who choose to stand is a strong indication of the need for additional bus capacity. Standing for a 40 to 60 minute ride is both tiring and uncomfortable for the rider, and impacts the comfort of the seated passengers.

2. Increase capacity through additional buses:

- a. As four of the larger commuter coaches remain dedicated to Metro-connecting service, accelerating the orders of transit style buses for Silver Line connection service would insure that all of the larger commuter coaches are available for long haul service.
- b. Add additional Metro-connecting service in the evening to provide more frequent service from Wiehle-Reston serving all Loudoun park-and-ride lots. Thus, riders not wishing to stand could ride the Silver Line and board a Loudoun bus to their park-and-ride lot. Staff would need to complete additional analysis on the cost of this option.
- c. Purchase additional commuter coaches utilizing state capital funds, developer proffers, and the bus replacement fund. Should ridership decline with Phase 2 of the Silver Line, the older, fully depreciated buses could be sold or repurposed.
- d. Supplement the fleet with additional leased, used motor coaches. The timeline for acquiring used coaches is somewhat shorter, and the lease can be negotiated for one to three years. However, it is difficult to locate used coaches for lease that are wheelchair-lift equipped, and these coaches are not equipped with standee accommodations or lighted destination signs.

3. Improve Communication

- a. Publish the standee guidelines on all bus schedules and on the county website, along with alternate commuting options for riders who choose not to stand.
- b. Issue “best practices” for riders who choose to stand, including instruction to use the handholds or grab rails, be alert and remain aware of other passengers’ comfort and safety, etc.

4. Promote connecting bus service(s) to the Silver Line as a commuting alternative

- a. Educate riders on the availability of the limited local fixed route service to and from the Wiehle-Reston East Metrorail station.
- b. Promote the planned future Metro-connection service from Loudoun Station, Dulles Town Center, and Eastgate, and any future lots when the service is operational and available.
- c. Accelerate the acquisition of transit style buses for use in the Silver Line connecting service. Additional buses to serve Wiehle-Reston will result in improved frequency of service, making the Metro-connection a more attractive commuting alternative with short transfer times from Metrorail to bus, and short trips directly to individual park and ride lots. Ensure that bus transport is available to all park and ride lots in the evening commute.
- d. Utilize the fare structure to incentivize the Metro-connection service to the Silver Line as an attractive alternative to the long-haul service.
- e. Develop a promotional campaign to encourage ridership on the Metro-connection service, potentially including application for a state grant to provide fare buy-down for a limited period of time.

5. Coordinate a pilot Dulles South commuter vanpool initiative

- a. Invite interested vanpool providers such as Rideshare by Enterprise and VRide to take part in the pilot program to help commuters form vanpools.

- b. County staff would develop a social-marketing campaign. Messaging and incentives would be designed to appeal to the target audience.
- c. Focus vanpool outreach and education to the Dulles South transit riders.
- d. Initial coordination of the vanpool initiative would be coordinated by county staff, and all aspects of leasing and operation of the vanpools would be addressed and managed by the vanpool providers.

Discussion to establish the baseline on park-and-ride lot overcapacity:

Park-and-ride lots are used in support of carpools, vanpools, and transit service. The Countywide Transportation Plan (CTP) includes language and policies related to the importance of park-and-ride lots to a multi-modal transportation system, including the following:

Park and Ride lots provide space for commuters to park their cars for the day to either join others in a carpool or to use public transportation that originates from the lot. Park and ride lots help reduce traffic congestion and pollution and assist the region in meeting Clean Air Act requirements. When transportation costs such as fuel or tolls increase, park and ride lots provide an effective means for residents to manage those costs through either transit or ridesharing.

The current park-and-ride lots (**Attachment 6**) in Loudoun County have been developed through a combination of:

- Owned lots
- A large VDOT lot
- Leased parking spaces
- Donated parking spaces from churches
- Developer proffered lots/parking spaces

Donated and leased lots/spaces have been critical to meeting the demand for additional park-and-ride lots. Typically, these lots do not provide shelter or a waiting area for transit riders, suffer occasional issues with lighting, and are not ADA compliant. Moreover, maneuvering buses through parking lots can create pedestrian and traffic conflicts. Additionally, donated spaces are provided at the discretion of the owner, and can be discontinued or reduced.

The location and size of proffered lots/spaces are typically the result of discussions between a developer and county staff. However, the proffer trigger does not always coincide with the demand, especially if the developer's project is delayed.

In an attempt to maximize the use of park-and-ride spaces, while limiting overcrowding/over-parking, strategies used have included shuttles from satellite lots to a large transit-served lot; relocating buses from overcrowded lots; acquiring temporary spaces; and identifying and developing more lots.

Alternatives/Strategies

- Continue to develop a park-and-ride lot program to serve transit, carpools, and vanpools. With the arrival of Phase II of the Silver Line, there will be increased demand for park-and-ride lots in support of expanded Metro-connection service.
- Utilize population forecasts to refine a plan for future park-and-ride lots that would allow capacity to get out in front of demand.
- Include identification of the anticipated required number of spaces for Metro-connection in a plan that would be developed as part of the comprehensive Transit Development Plan process.
- Continue to seek grant funding to design and construct lots. Park-and-ride lot construction can be accomplished with federal grant funds, without imposing federal mandates on transit operations.
- Utilize “transit hubs” to link local buses to regional buses. This allows local fixed route transit riders and car and vanpool participants to access other local buses and regional transit without occupying a parking space.
- County owned lots should be large and accommodate all of the services. This allows for more efficient transit operations, and lowers related operating costs.
- Prioritize continued identification of existing, constructed parking for short and long term needs, to supplement county-owned lots.
- Encourage carpooling to the park-and-ride lots for those riders who may live near each other and often ride the same buses.

Attachments:

1. Report of Standees as a Percentage of Total Riders
2. Report of Buses with Standees as a Percentage of Total Buses in Revenue Service
3. Commuter Bus Standee Standards of other Regional Transit Providers
4. Five-Year Summary of Reported and Recorded Passenger Incidents
5. Historic Bus Purchases and Funding Sources
6. Park and Ride Lot Locations

Standeers as a Percentage of Total Riders

	AM Standeers	PM Standeers	Total Standeers	AM Riders	PM Riders	Total Riders	% AM Standeers	% PM Standeers	% Standeers
7/1/2013	15	67	82	2483	2445	4928	1%	3%	2%
7/2/2013	28	62	90	2582	2532	5114	1%	2%	2%
7/3/2013	0	106	106	1970	1901	3871	0%	6%	3%
7/8/2013	20	41	61	2462	2455	4917	1%	2%	1%
7/9/2013	59	65	124	2644	2632	5276	2%	2%	2%
7/10/2013	34	58	92	2601	2570	5171	1%	2%	2%
7/11/2013	40	127	167	2542	2464	5006	2%	5%	3%
7/12/2013	8	12	20	1820	1755	3575	0%	1%	1%
7/15/2013	24	56	80	2442	2406	4848	1%	2%	2%
7/16/2013	57	95	152	2623	2619	5242	2%	4%	3%
7/17/2013	28	60	88	2554	2525	5079	1%	2%	2%
7/18/2013	19	32	51	2508	2423	4931	1%	1%	1%
7/19/2013	0	0	0	1803	1742	3545	0%	0%	0%
7/22/2013	18	30	48	2463	2401	4864	1%	1%	1%
7/23/2013	74	77	151	2658	2587	5245	3%	3%	3%
7/24/2013	29	57	86	2585	2547	5132	1%	2%	2%
7/25/2013	34	92	126	2498	2427	4925	1%	4%	3%
7/26/2013	0	12	12	1818	1727	3545	0%	1%	0%
7/29/2013	42	57	99	2482	2451	4933	2%	2%	2%
7/30/2013	33	73	106	2605	2547	5152	1%	3%	2%
7/31/2013	18	33	51	2534	2495	5029	1%	1%	1%
8/1/2013	25	33	58	2474	2475	4949	1%	1%	1%
8/2/2013	0	0	0	1801	1748	3549	0%	0%	0%
8/5/2013	29	34	63	2402	2375	4777	1%	1%	1%
8/6/2013	24	66	90	2582	2544	5126	1%	3%	2%
8/7/2013	27	58	85	2507	2489	4996	1%	2%	2%
8/8/2013	19	21	40	2401	2388	4789	1%	1%	1%
8/9/2013	0	14	14	1744	1701	3445	0%	1%	0%
8/12/2013	35	37	72	2432	2419	4851	1%	2%	1%
8/13/2013	34	51	85	2564	2504	5068	1%	2%	2%
8/14/2013	20	46	66	2485	2464	4949	1%	2%	1%
8/15/2013	15	49	64	2427	2389	4816	1%	2%	1%
8/16/2013	2	1	3	1744	1673	3417	0%	0%	0%
8/19/2013	24	40	64	2386	2380	4766	1%	2%	1%
8/20/2013	24	71	95	2564	2541	5105	1%	3%	2%
8/21/2013	31	24	55	2454	2463	4917	1%	1%	1%
8/22/2013	27	20	47	2419	2372	4791	1%	1%	1%
8/23/2013	2	0	2	1839	1755	3594	0%	0%	0%
8/26/2013	16	59	75	2437	2432	4869	1%	2%	2%
8/27/2013	51	65	116	2626	2602	5228	2%	2%	2%
8/28/2013	0	8	8	1729	1671	3400	0%	0%	0%
8/29/2013	17	26	43	2375	2345	4720	1%	1%	1%
8/30/2013	0	25	25	1480	1402	2882	0%	2%	1%
9/3/2013	41	64	105	2527	2538	5065	2%	3%	2%

Standees as a Percentage of Total Riders

	AM Standees	PM Standees	Total Standees	AM Riders	PM Riders	Total Riders	% AM Standees	% PM Standees	% Standees
9/4/2013	114	119	233	2806	2779	5585	4%	4%	4%
9/5/2013	57	85	142	2723	2690	5413	2%	3%	3%
9/6/2013	5	12	17	2115	2064	4179	0%	1%	0%
9/9/2013	40	68	108	2592	2574	5166	2%	3%	2%
9/10/2013	98	146	244	2789	2762	5551	4%	5%	4%
9/11/2013	76	76	152	2653	2647	5300	3%	3%	3%
9/12/2013	58	74	132	2641	2590	5231	2%	3%	3%
9/13/2013	0	9	9	2072	2059	4131	0%	0%	0%
9/16/2013	70	93	163	2653	2610	5263	3%	4%	3%
9/17/2013	59	83	142	2707	2711	5418	2%	3%	3%
9/18/2013	79	105	184	2740	2690	5430	3%	4%	3%
9/19/2013	62	91	153	2623	2555	5178	2%	4%	3%
9/20/2013	0	23	23	2030	1947	3977	0%	1%	1%
9/23/2013	54	26	80	2598	2567	5165	2%	1%	2%
9/24/2013	95	120	215	2753	2732	5485	3%	4%	4%
9/25/2013	64	63	127	2712	2679	5391	2%	2%	2%
9/26/2013	56	123	179	2637	2591	5228	2%	5%	3%
9/27/2013	0	10	10	1935	1885	3820	0%	1%	0%
9/30/2013	52	79	131	2601	2573	5174	2%	3%	3%
10/1/2013	15	80	95	2180	2107	4287	1%	4%	2%
10/2/2013	1	8	9	1980	1973	3953	0%	0%	0%
10/3/2013	2	0	2	1900	1875	3775	0%	0%	0%
10/4/2013	0	0	0	1484	1450	2934	0%	0%	0%
10/7/2013	1	3	4	2047	2016	4063	0%	0%	0%
10/8/2013	4	7	11	2108	2105	4213	0%	0%	0%
10/9/2013	4	11	15	2099	2083	4182	0%	1%	0%
10/10/2013	3	2	5	1951	1923	3874	0%	0%	0%
10/11/2013	0	5	5	1480	1440	2920	0%	0%	0%
10/15/2013	3	2	5	2037	1997	4034	0%	0%	0%
10/16/2013	10	2	12	2059	2046	4105	0%	0%	0%
10/17/2013	16	21	37	2435	2430	4865	1%	1%	1%
10/18/2013	1	30	31	2068	2015	4083	0%	1%	1%
10/21/2013	73	102	175	2641	2655	5296	3%	4%	3%
10/22/2013	128	190	318	2865	2831	5696	4%	7%	6%
10/23/2013	85	161	246	2798	2733	5531	3%	6%	4%
10/24/2013	55	101	156	2626	2638	5264	2%	4%	3%
10/25/2013	0	7	7	2026	1974	4000	0%	0%	0%
10/28/2013	58	99	157	2611	2602	5213	2%	4%	3%
10/29/2013	101	149	250	2822	2782	5604	4%	5%	4%
10/30/2013	66	151	217	2773	2734	5507	2%	6%	4%
10/31/2013	23	234	257	2561	2511	5072	1%	9%	5%
11/1/2013	0	17	17	2061	2004	4065	0%	1%	0%
11/4/2013	40	65	105	2566	2491	5057	2%	3%	2%
11/5/2013	40	154	194	2607	2587	5194	2%	6%	4%

Standees as a Percentage of Total Riders

	AM Standees	PM Standees	Total Standees	AM Riders	PM Riders	Total Riders	% AM Standees	% PM Standees	% Standees
11/6/2013	84	126	210	2782	2729	5511	3%	5%	4%
11/7/2013	46	98	144	2665	2641	5306	2%	4%	3%
11/8/2013	5	25	30	2016	1967	3983	0%	1%	1%
11/12/2013	77	105	182	2728	2676	5404	3%	4%	3%
11/13/2013	67	99	166	2769	2746	5515	2%	4%	3%
11/14/2013	49	99	148	2688	2664	5352	2%	4%	3%
11/15/2013	5	12	17	2113	2056	4169	0%	1%	0%
11/18/2013	28	88	116	2657	2649	5306	1%	3%	2%
11/19/2013	80	123	203	2786	2763	5549	3%	4%	4%
11/20/2013	60	119	179	2754	2713	5467	2%	4%	3%
11/21/2013	46	62	108	2631	2619	5250	2%	2%	2%
11/22/2013	3	27	30	2095	2019	4114	0%	1%	1%
11/25/2013	21	71	92	2504	2422	4926	1%	3%	2%
11/26/2013	4	38	42	2214	2148	4362	0%	2%	1%
11/27/2013	0	41	41	1345	1316	2661	0%	3%	2%
12/2/2013	54	62	116	2649	2591	5240	2%	2%	2%
12/3/2013	88	127	215	2779	2736	5515	3%	5%	4%
12/4/2013	71	132	203	2773	2737	5510	3%	5%	4%
12/5/2013	39	84	123	2648	2602	5250	1%	3%	2%
12/6/2013	1	21	22	1969	1891	3860	0%	1%	1%
12/9/2013	40	0	40	1153	1184	2337	3%	0%	2%
12/11/2013	63	103	166	2673	2631	5304	2%	4%	3%
12/12/2013	47	91	138	2664	2617	5281	2%	3%	3%
12/13/2013	6	12	18	2035	1982	4017	0%	1%	0%
12/16/2013	35	60	95	2600	2583	5183	1%	2%	2%
12/17/2013	59	74	133	2682	2683	5365	2%	3%	2%
12/18/2013	35	47	82	2583	2561	5144	1%	2%	2%
12/19/2013	19	44	63	2519	2466	4985	1%	2%	1%
12/20/2013	5	23	28	1828	1773	3601	0%	1%	1%
12/23/2013	0	1	1	1581	1532	3113	0%	0%	0%

Buses with Standees as a Percentage of Total Buses

	AM Standee Buses	PM Standee Buses	Total Standee Buses	AM Buses	PM Buses	Total Buses	% AM Buses	% PM Buses	% Standees Buses
7/1/2013	8	13	21	56	57	113	14%	23%	19%
7/2/2013	6	12	18	56	57	113	11%	21%	16%
7/3/2013	0	10	10	56	57	113	0%	18%	9%
7/8/2013	7	8	15	56	57	113	13%	14%	13%
7/9/2013	15	14	29	56	57	113	27%	25%	26%
7/10/2013	7	8	15	56	57	113	13%	14%	13%
7/11/2013	10	12	22	56	57	113	18%	21%	19%
7/12/2013	2	2	4	56	57	113	4%	4%	4%
7/15/2013	7	10	17	56	57	113	13%	18%	15%
7/16/2013	11	16	27	56	57	113	20%	28%	24%
7/17/2013	9	12	21	56	57	113	16%	21%	19%
7/18/2013	7	8	15	56	57	113	13%	14%	13%
7/19/2013	0	0	0	56	57	113	0%	0%	0%
7/22/2013	6	8	14	56	57	113	11%	14%	12%
7/23/2013	14	16	30	56	57	113	25%	28%	27%
7/24/2013	10	12	22	56	57	113	18%	21%	19%
7/25/2013	8	14	22	56	57	113	14%	25%	19%
7/26/2013	0	3	3	56	57	113	0%	5%	3%
7/29/2013	7	15	22	56	57	113	13%	26%	19%
7/30/2013	10	14	24	56	57	113	18%	25%	21%
7/31/2013	5	8	13	56	57	113	9%	14%	12%
8/1/2013	7	9	16	56	57	113	13%	16%	14%
8/2/2013	0	0	0	56	57	113	0%	0%	0%
8/5/2013	6	7	13	56	57	113	11%	12%	12%
8/6/2013	10	11	21	56	57	113	18%	19%	19%
8/7/2013	7	12	19	56	57	113	13%	21%	17%
8/8/2013	6	8	14	56	57	113	11%	14%	12%
8/9/2013	0	4	4	56	57	113	0%	7%	4%
8/12/2013	9	11	20	56	57	113	16%	19%	18%
8/13/2013	10	13	23	56	57	113	18%	23%	20%
8/14/2013	7	9	16	56	57	113	13%	16%	14%
8/15/2013	7	10	17	56	57	113	13%	18%	15%
8/16/2013	1	1	2	56	57	113	2%	2%	2%
8/19/2013	7	7	14	56	57	113	13%	12%	12%
8/20/2013	8	13	21	56	57	113	14%	23%	19%
8/21/2013	9	9	18	56	57	113	16%	16%	16%
8/22/2013	6	7	13	56	57	113	11%	12%	12%
8/23/2013	1	0	1	56	57	113	2%	0%	1%
8/26/2013	6	10	16	56	57	113	11%	18%	14%
8/27/2013	11	12	23	56	57	113	20%	21%	20%
8/28/2013	0	2	2	56	57	113	0%	4%	2%
8/29/2013	7	6	13	56	57	113	13%	11%	12%
8/30/2013	0	3	3	56	57	113	0%	5%	3%

Buses with Standees as a Percentage of Total Buses

	AM Standee Buses	PM Standee Buses	Total Standee Buses	AM Buses	PM Buses	Total Buses	% AM Buses	% PM Buses	% Standees Buses
9/3/2013	10	15	25	56	57	113	18%	26%	22%
9/4/2013	19	21	40	56	57	113	34%	37%	35%
9/5/2013	15	16	31	56	57	113	27%	28%	27%
9/6/2013	1	4	5	56	57	113	2%	7%	4%
9/9/2013	12	11	23	56	57	113	21%	19%	20%
9/10/2013	21	20	41	56	57	113	38%	35%	36%
9/11/2013	13	15	28	56	57	113	23%	26%	25%
9/12/2013	11	13	24	56	57	113	20%	23%	21%
9/13/2013	0	3	3	56	57	113	0%	5%	3%
9/16/2013	16	13	29	56	57	113	29%	23%	26%
9/17/2013	13	17	30	56	57	113	23%	30%	27%
9/18/2013	16	16	32	56	57	113	29%	28%	28%
9/19/2013	12	13	25	56	57	113	21%	23%	22%
9/20/2013	0	5	5	56	57	113	0%	9%	4%
9/23/2013	14	8	22	56	57	113	25%	14%	19%
9/24/2013	16	20	36	56	57	113	29%	35%	32%
9/25/2013	9	16	25	56	57	113	16%	28%	22%
9/26/2013	14	17	31	56	57	113	25%	30%	27%
9/27/2013	0	3	3	56	57	113	0%	5%	3%
9/30/2013	10	13	23	56	57	113	18%	23%	20%
10/1/2013	3	3	6	56	57	113	5%	5%	5%
10/2/2013	1	3	4	56	57	113	2%	5%	4%
10/3/2013	1	0	1	56	57	113	2%	0%	1%
10/4/2013	0	0	0	56	56	112	0%	0%	0%
10/7/2013	1	1	2	56	57	113	2%	2%	2%
10/8/2013	2	3	5	56	57	113	4%	5%	4%
10/9/2013	2	5	7	56	57	113	4%	9%	6%
10/10/2013	1	1	2	56	57	113	2%	2%	2%
10/11/2013	0	1	1	56	56	112	0%	2%	1%
10/15/2013	1	1	2	56	57	113	2%	2%	2%
10/16/2013	2	1	3	56	57	113	4%	2%	3%
10/17/2013	4	8	12	56	57	113	7%	14%	11%
10/18/2013	1	5	6	56	57	113	2%	9%	5%
10/21/2013	12	19	31	56	57	113	21%	33%	27%
10/22/2013	25	24	49	56	57	113	45%	42%	43%
10/23/2013	18	22	40	56	57	113	32%	39%	35%
10/24/2013	11	16	27	56	57	113	20%	28%	24%
10/25/2013	0	2	2	56	57	113	0%	4%	2%
10/28/2013	12	17	29	56	57	113	21%	30%	26%
10/29/2013	20	20	40	56	57	113	36%	35%	35%
10/30/2013	15	21	36	56	57	113	27%	37%	32%
10/31/2013	5	22	27	56	57	113	9%	39%	24%
11/1/2013	0	5	5	56	57	113	0%	9%	4%

Buses with Standees as a Percentage of Total Buses

	AM Standee Buses	PM Standee Buses	Total Standee Buses	AM Buses	PM Buses	Total Buses	% AM Buses	% PM Buses	% Standees Buses
11/4/2013	6	10	16	56	57	113	11%	18%	14%
11/5/2013	9	18	27	56	57	113	16%	32%	24%
11/6/2013	14	17	31	56	57	113	25%	30%	27%
11/7/2013	9	13	22	56	57	113	16%	23%	19%
11/8/2013	2	6	8	56	57	113	4%	11%	7%
11/12/2013	11	16	27	56	57	113	20%	28%	24%
11/13/2013	15	17	32	56	57	113	27%	30%	28%
11/14/2013	12	17	29	56	57	113	21%	30%	26%
11/15/2013	1	4	5	56	57	113	2%	7%	4%
11/18/2013	8	17	25	56	57	113	14%	30%	22%
11/19/2013	13	22	35	56	57	113	23%	39%	31%
11/20/2013	13	19	32	56	57	113	23%	33%	28%
11/21/2013	11	11	22	56	57	113	20%	19%	19%
11/22/2013	1	5	6	56	57	113	2%	9%	5%
11/25/2013	3	14	17	56	57	113	5%	25%	15%
11/26/2013	3	8	11	56	57	113	5%	14%	10%
11/27/2013	0	5	5	56	55	111	0%	9%	5%
12/2/2013	10	13	23	56	57	113	18%	23%	20%
12/3/2013	18	20	38	56	57	113	32%	35%	34%
12/4/2013	15	18	33	56	57	113	27%	32%	29%
12/5/2013	11	16	27	56	57	113	20%	28%	24%
12/6/2013	1	3	4	56	56	112	2%	5%	4%
12/9/2013	3	0	3	53	56	109	6%	0%	3%
12/11/2013	10	20	30	56	57	113	18%	35%	27%
12/12/2013	10	15	25	56	57	113	18%	26%	22%
12/13/2013	1	3	4	56	57	113	2%	5%	4%
12/16/2013	9	14	23	56	57	113	16%	25%	20%
12/17/2013	12	13	25	56	57	113	21%	23%	22%
12/18/2013	8	12	20	56	57	113	14%	21%	18%
12/19/2013	4	11	15	56	57	113	7%	19%	13%
12/20/2013	2	4	6	56	57	113	4%	7%	5%
12/23/2013	0	1	1	56	57	113	0%	2%	1%

Commuter Bus Standee Standards of other Regional Transit Providers

PROVIDER	STANDARDS
PRTC/OmniLink	<p><u>Standees Policy</u></p> <p>Crowding to the point where all seats are filled is a daily occurrence in the transit industry and is oftentimes unavoidable. PRTC will do what it can to relieve <u>chronic</u> overcrowding, as defined above. PRTC's policy is to permit customers to stand while riding buses if they choose to do so, in accordance with the following:</p> <p style="text-align: center;">Whenever a bus exceeds its seated capacity, operators will:</p> <ol style="list-style-type: none"> a. Exercise additional cautionary driving measures, such as increasing following distance and reducing speed; b. Contact dispatch to learn the status of the next bus on their route in order to provide this information to waiting customers; and c. Notify dispatch whenever customers are left standing at a bus stop and the number of standees if it is practical to count them. <ul style="list-style-type: none"> • Customers are permitted to stand on buses, providing there is room to do so behind the safety line (standee line). Per federal law buses have a sign saying that no standees are permitted in front of the line. • Operators are to stop at every scheduled bus stop where waiting passengers are present, or when requested to do so by a current rider, regardless of how many customers are on board. • If all seats are taken but the bus has additional room for standees, the operator will inform waiting customers that the bus has standing room only and allow customers to board if they choose to do so. • If all seats are taken and there is no more room for standees, the operator will inform waiting passengers there are no more seats or room to stand. Operators should not allow passengers to board when there is no more room to stand.

PROVIDER	STANDARDS
MTA Commuter bus	<p data-bbox="533 225 726 258"><u>Standee Policy</u></p> <p data-bbox="533 298 1923 331">For the safety of our riders, the MTA prohibits standees on commuter buses except under the following circumstances:</p> <ul data-bbox="602 380 1635 518" style="list-style-type: none"> <li data-bbox="602 380 1167 412">• If the last evening bus has a full seated load; <li data-bbox="602 428 1635 461">• To accommodate passengers from another bus that has become disabled en-route; or <li data-bbox="602 477 1608 518">• In emergency situations, such as severe inclement weather or civil defense events. <p data-bbox="533 623 1971 688">Please note that a patron’s need to reach his or her destination by a certain time is not considered an “emergency” for these purposes. Drivers are required to enforce this policy and to deny boarding to additional passengers</p>
METRO/WMATA	<p data-bbox="495 794 873 826"><u>Metrobus Rules and Manners</u></p> <ul data-bbox="602 859 2020 1143" style="list-style-type: none"> <li data-bbox="602 859 1209 891">• Let passengers get off the bus before you board. <li data-bbox="602 907 1062 940">• Watch your step getting on and off. <li data-bbox="602 956 2020 1029">• Be courteous. Seats next to the doors are reserved for senior citizens and riders with disabilities. Please give your seat to someone who needs it more than you do. <li data-bbox="602 1045 978 1078">• Stand behind the white line. <li data-bbox="602 1102 1205 1143">• Use the seatback handholds if you are standing.
DASH	<p data-bbox="485 1192 632 1224"><u>Travel Tips</u></p> <p data-bbox="485 1240 1997 1321">When the bus arrives, step aboard, deposit the exact fare, ask questions about routes or transfers, and take a seat. In the event that all seats are taken, please move as far to the rear as possible so others can board easily. Sit back and enjoy the ride!</p>

5-Year Summary of Reported & Recorded Passenger Incidents

Date	Incidents	Driver		Bus In Motion	
11/26/2013	Pax fell out of seat - bus not in motion - drinking???	Koffie			
10/31/2013	pax slipped walking off bus - bus not in motion	Perkins			
7/25/2013	Pas having seizure on bus called 911 transported aps	Sang To			
4/18/2013	Pax fell up steps - Bus not in motion	Lynn			
4/4/2013	Pass pain in his arm called 911 and they took him to the hospital	Carlos Valladares			
4/1/2013	Pax slipped/fall Unit in Motion	Kevin	Claim	1	
2/4/2013	3 Pax injured accident- bus not in motion	Bill	Accident		All pas seated
12/21/2012	Pass went to step toward bus and walked into the door - pas okay	Robin Hammond			
12/3/2012	pas fell as driver tapped his brakes - pas okay	Kevine Crilie		1	
11/14/2012	Pass fell down while exiting bus - pas okay and left	Chris Coffman			
10/25/2012	Pas missed step and fell - pas okay	Loriann Perkins			
10/19/2012	pass tripped over her foot and fell - pas okay	Robin Hammond			
9/11/2012	Driver shutting door lady put arm in ssto stop it - Lady okay	Deborah Ray			
9/7/2012	Pas slumped over called 911 and transported passenger	Phinney Smith			
7/12/2012	Pax slipped- Bus not in motion	Jackson	Claim		
5/12/2012	Pax exited bus and hand cart tripped her up - fell but was okay - Bus not in motion	George Tincher			
5/11/2012	Driver braked hard and pas fell. But was ok	Jeff Blakley		1	
4/11/2012	Pax had medical emg. Called 911 and transported	Gary Young			
3/29/2012	Lady began to exit bus and stumbled down the stairwell	Greg Alexander			
1/20/2012	Passenger hit head while in restroom - did not want to report	Babs		1	
11/13/2011	Passenger exiting bus fell down at Penn- pas was okay	Donald Moore			
10/27/2011	Pass stepped off bus, while on sideway tripped and fell - pas okay	George Tincher			
10/19/2011	Pass slipped and fell down the stops while exiting - pas okay	Everett Anderson			
9/6/2011	Door closed on pass- lady was okay	Ruiz Melkis			
8/12/2011	Pas fell down the steps to the floor - Husband with her - she was okay	Singh Ghuman			
6/24/2011	Wheelchair pas wheelchair malfunctioned and it flipped him up - no injury	Gene Lafollette			
6/22/2011	Pas exiting bus fell down on her knee and left	Antonino			
5/9/2011	13 pax injured accident all seated	Bowles	Accident		All pas seated
1/25/2011	Passenger went to exit bus and fell down stated she was okay	Houcine Mlih			
1/24/2011	Passenger collapsed after getting off bus - 12 yards from bus	Angela Steele			
12/28/2010	Pas fell while exiting bus - pas okay	Mhamed Fathallah			
12/7/2010	Driver hit brakes to avoid car and pas fell - pas okay	Angela Steele		1	
7/23/2010	Driver was shutting door and pas put arm in door - pas was okay	Donald Moore			

5-Year Summary of Reported & Recorded Passenger Incidents

Date	Incidents	Driver		Bus In Motion
4/8/2010	Pax standing putting bag away, driver hits brake causing injury	Mehamed	Claim	1
4/2/2010	Pax fell from top step of bus to sidewalk, head injury bus not in motion	Renan	Claim	
3/22/2010	Pas having heart attack called medics	Sue Thompson		
11/19/2009	driver closed door on pax arm	Renan	Claim	
10/20/2009	driver stopped suddenly causing pax who was standing in aisle to fall down the stairwell	Donald	Claim	1
9/28/2009	lady got stuck in bathroom - Rosslyn climbed out window	Yolita Jeudy		
7/17/2009	Wheelchair pas was unloaded and his wheelchair malfunctioned and flipped him at WFC	Sahwkat Abdelrziq		
7/13/2009	Pas got sick on bus spit up a few times but was fine	Chris Coffman		
2/12/2009	Passenger got off bus and 2 1/2 feet she fell - she was okay	Rhonda Miller		
11/10/2008	Passenger fell down while walking off the side walk	Jose		
9/16/2008	Driver hit brakes passenger fell - said he was okay	James Wanrick		1
5/6/2008	Driver hit brakes passenger fell - she was okay	Angel		1
4/30/2008	Driver hit brakes hard, pas when exited bus and stated he hurt his back - No other info	Anwar		1
3/7/2008	Pax getting off bus slipped and fell - Walked away - Bus Not in motion	Angel		
Total				10

Historical Bus Acquisition / Lease Purchase / Replacement Fund

4/2/2014

Year	Capital Code	# Buses purchased	Total Purchase	State Assistance	Proffer \$'s	Lease - Purchase Amount	Lease Purchase Capital from State	Commuter Bus Funds	Vehicle Replacement Account
FY04		22	\$ 9,209,442	\$ 5,774,000		\$ 3,435,442			
FY05	990524	2	\$ 914,599	\$ 579,600		\$ 335,000	\$ 244,823		\$ 653,820
FY06	990617	7	\$ 3,215,454	\$ 2,070,410		\$ 1,179,658	\$ 273,174		\$ 688,366
FY07	9T1010	2	\$ 902,999	\$ 223,300	\$ 138,343	\$ 595,410	\$ 95,394		\$ 1,188,540
FY08	9T1011	2	\$ 960,322	\$ 738,083		\$ 264,156	\$ 225,477		\$ 1,265,220
FY09	9T1012	3	\$ 1,468,674	\$ 1,239,600	\$ 229,074	\$ -	\$ 197,293		\$ 1,341,900
FY10	9T1013	3	\$ 1,468,674	\$ 1,174,939	\$ 293,735		\$ 303,527		\$ 1,485,675
TMP buses	9T1014	4	\$ 1,963,632	\$ 1,963,632					
FY11	9T1015	2	\$ 1,011,732	\$ 551,200	\$ 460,532		\$ 229,813		\$ 1,322,460
FY12	9T1016	3	\$ 1,569,624	\$ 784,812	\$ 784,812		\$ 234,149		\$ 1,428,390
FY13	9T1017	2	\$ 1,074,256	\$ 593,590	\$ 480,666				\$ 1,450,800
FY14	C00216	5	\$ 2,005,745	\$ 1,100,000	\$ 361,000			\$ 544,745	\$ 1,834,050
Total		57	\$ 25,765,153	\$ 16,793,166	\$ 2,748,162	\$ 5,809,666	\$ 1,803,650		\$ 12,659,221
						\$ 745,322			
				65.2%	10.7%	22.5%	7.0%		

Notes:

FY 04 and 05 debt on Commuter bus lease in amount of \$3,126,000 - ten annual payments of \$433,609.82 (can apply for state capital reimbursment)

Paid in full from commuter bus funds and state capital grants in FY2013

FY 06, 07, and 08 debt on VRA Master lease - ten years - see payment schedule (cannot apply for state capital reimbursement)

Final payment in FY 2020

First twenty-two buses will be fully depreciated in FY 2017

Existing Park and Ride Lots Spaces

Ashburn Farm	20
Ashburn North	190
Ashburn Village	40
Brambleton	100
Broad Run Farms	48
Broadlands	30
Broadlands South 1	160
Broadlands South 2	75
Cascades - Community Lutheran Church	55
Christian Fellowship Church	300
Crossroads United Methodist Church	90
Dulles North Transit Center	750
Dulles South	250
Goose Creek Village	83
Harmony	250
Leesburg	691
Lowes Island	65
Our Lady of Hope Catholic Church	120
Potomac Station	50
St. Andrew Presbyterian - Purcellville	78

Planned Lots

	Spaces
Arcola Center	200
Dulles Town Center	100-300
East Gate	220
Sterling - Reston Bible Church	100
Loudoun Station - Temporary	300
One Loudoun	200
Stone Ridge Lot Expansion	100

Research and Development

	Spaces
Western Loudoun	250
Leesburg - east of Town	300

